

# NAVIGATING TELEPHONE BANKING

## TO ACCESS TELEPHONE BANKING

- 1** CALL the credit union
- 2** CHOOSE Option 1, then CHOOSE Option 1 again
- 3** LISTEN to the prompts below and make your selection



### < MAIN MENU >

1. ENTER your account number, followed by the # sign
2. ENTER your PIN (defaulted to last 4 digits of your SSN), followed by the # sign

PRESS 1 for account balance  
PRESS 2 for statement information  
PRESS 3 for money transactions  
PRESS 4 to switch the account number  
PRESS 5 to change your PIN  
PRESS 0 to exit

### < ACCOUNT BALANCE >

PRESS 1 for share balances  
PRESS 2 for certificate balances  
PRESS 3 for loan payoff balances  
PRESS 0 to return to the previous menu

### < STATEMENT INFORMATION >

PRESS 1 for last 25 transactions  
PRESS 2 to have a statement mailed  
PRESS 4 to check the status of a check  
PRESS 5 to check the status of last 25 checks

### < MONEY TRANSACTIONS >

PRESS 1 for withdrawal by check  
PRESS 2 to make a transfer  
PRESS 3 to make a loan payment  
PRESS 4 to make a Mastercard® credit card payment  
PRESS 0 to exit

## TELEPHONE BANKING FEATURES

Available 24/7  
Make account inquiries  
Transfer funds  
Make loan and credit card payments  
Retrieve statement information  
Request withdrawals  
And more!

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## SUB-ACCOUNT NUMBER INFORMATION

To complete transactions via Telephone Banking, you will be prompted to enter a 2-digit sub-account number for both the transfer to and transfer from accounts.

The most common sub-account numbers include:

01 = Savings/Share Account  
03 = Special Savings/Share Account  
08 = Christmas Club/Share Account  
09 = Special Savings/Share Account  
75 = Checking/Share Draft Account

When making a loan payment, your loan/note number should be entered when prompted for a sub-account number.

If you are unsure of your sub-account or note number, it can be found by logging into your Online Banking account or on your account statement.

## HELPFUL TIPS FOR MAKING TRANSFERS

- When prompted, enter the 2-digit sub-account number you want to transfer FROM, then press #
- Next, enter the 2-digit sub-account number you want to transfer TO, then press #
- Enter the amount of the transfer, making sure to input the full dollar amount, including ending zeros and cents
- For example:
  - To transfer \$1.00, enter 100
  - To transfer \$100.00, enter 10000
  - To transfer \$3.50, enter 350
- The system will confirm the amount of the transfer by reading it aloud
- Press 1 to confirm your transaction or 0 to cancel
- The system will provide your updated account balances following the transfer